C Spire Indoor Cell Zone FAQs

General

What is the C Spire Indoor Cell Zone?

The Indoor Cell Zone enhances indoor coverage in your home or small office. It works like a miniature cell tower in your home or small office. The C Spire Indoor Cell Zone plugs into your existing broadband internet connection to securely communicate with the C Spire Network. The C Spire Indoor Cell Zone is compatible with all C Spire mobile devices.

Where can I buy an Indoor Cell Zone?

You can purchase an Indoor Cell Zone by calling **1-855-CSPIRE4** (277-4734). You must be an existing C Spire subscriber to qualify.

What do I need to get started?

• Indoor Cell Zone device

• High-Speed Internet access – Cable/DSL/Fiber/T1 or fractional T1 (Satellite internet access will not work)

• Available Ethernet port on the LAN/Cable modem/DSL router/other router

• Available 110 VAC power outlet

• Physical Location:

-Within close proximity of a window for GPS signal acquisition

-Within Indoor Cell Zone coverage area

What type of router is recommended if I do not have an available Ethernet port on my Cable modem or DSL router?

The Indoor Cell Zone requires a router that supports VPN pass-through. Most routers support this functionality; however, if you are unsure of the router's capabilities, refer to the router's user manual or other documentation.

What mobile devices will work with the C Spire Indoor Cell Zone?

The Indoor Cell Zone is compatible with all C Spire mobile devices.

How many simultaneous callers can use the C Spire Indoor Cell Zone?

The C Spire Indoor Cell Zone currently supports six simultaneous active calls (voice or 3G data).

Can I use all my normal mobile phone functions like voicemail and text messaging with the Indoor Cell Zone?

Yes, all the voice functions and text messaging that you currently enjoy with your C Spire mobile phone work when using the Indoor Cell Zone.

What is the range of the C Spire Indoor Cell Zone?

The Indoor Cell Zone covers up to 5,000 square feet depending on the building type and configuration.

Will my C Spire mobile device automatically detect the Indoor Cell Zone?

Yes, once you are inside your house and within range of the Indoor Cell Zone, your C Spire mobile device will automatically detect the Indoor Cell Zone.

How do I know if I am connected to the Indoor Cell Zone?

Listen for a short triple tone on your mobile phone whenever making and receiving calls. Or you can dial *99 from your mobile phone to receive an audio announcement.

Does 911 service work with the Indoor Cell Zone?

Yes, 911 service works with the Indoor Cell Zone; however, you may not be able to make 911 calls in the event of an electrical power outage, a broadband connection failure, or a termination of broadband service or other service disruption. Not all public safety answering points have location-based E911 technology. You must be prepared to report your location to the 911 operator when placing an emergency call.

What happens if I have a power or Internet Service Provider outage?

The Indoor Cell Zone requires a constant power and broadband Internet connection to operate. In the event of an outage, your mobile device will automatically try to obtain service directly from the C Spire Wireless network if coverage is available.

Do Indoor Cell Zone calls count against my minutes?

If you are on a per minute plan, calls on your Indoor Cell Zone count exactly like calls on a C Spire tower. C Spire mobile to mobile calls are counted the same.

Can I use Directory Assistance (411) with Indoor Cell Zone?

Yes, Directory Assistance is available when calling inside the Indoor Cell Zone coverage area. Calls are billed at standard Directory Assistance rates.

Can I make international calls with the Indoor Cell Zone?

You can place and receive international calls while connected to the Indoor Cell Zone. The same policies and rates that apply to international calls on the C Spire Wireless network also apply to the Indoor Cell Zone.

Do wireless calls I initiate on the Indoor Cell Zone continue once I leave the Indoor Cell Zone coverage area?

Yes, calls that originate on the Indoor Cell Zone automatically transfer to the C Spire Wireless Network once you leave the Indoor Cell Zone coverage area.

Note: You must have good coverage outside of the Indoor Cell Zone coverage area for the call to transfer. Weak, spotty, or no coverage will not be sufficient enough for a call to transfer from the Indoor Cell Zone to C Spire's Wireless Network

Does a wireless call that starts outside of the C Spire Indoor Cell Zone coverage area transfer to the C Spire Indoor Cell Zone when I enter the coverage area?

No, calls that are initiated on the C Spire Wireless Network will continue on the C Spire Wireless Network, even though you may be within the Indoor Cell Zone coverage area.

Do I need any special equipment to make the C Spire Indoor Cell Zone operate?

C Spire Indoor Cell Zone requires an Ethernet connection. This typically is through an available Ethernet port located on your LAN, existing broadband modem or router.

You will also need an available 110 VAC power outlet.

What type of broadband Internet connection do I need?

C Spire Indoor Cell Zone requires broadband Internet connectivity via Cable, DSL, Fiber, FT1, T1 or similar dedicated services. (Satellite internet access will not work)

Does Indoor Cell Zone work with satellite broadband?

No, Indoor Cell Zone does not work with satellite broadband service due to too much jitter, delay and the inability to support IPSec.

Does the Indoor Cell Zone work in basements?

For optimal coverage, the Indoor Cell Zone should be placed in a central location at an elevated location within your home or office. However, the Indoor Cell Zone will operate anywhere within your location provided that broadband Internet access is available and the unit is located within close proximity of a window for GPS signal acquisition. In the instance that a GPS signal cannot be obtained, an external 30 foot cable can be used to locate the GPS antenna near a window. The optional 30 foot cable is included in the Indoor Cell Zone box.

Can other C Spire customers use my C Spire Indoor Cell Zone?

All C Spire customers with a C Spire mobile device can use the Indoor Cell Zone and benefit from the enhanced coverage.

Do specific ports need to be enabled on my router for the Indoor Cell Zone to work?

The Indoor Cell Zone uses standard IPSec ports to connect to the internet and should be simple plug and play. These ports are open by default on most routers and firewalls, and will not need additional configuration. If your Indoor Cell Zone cannot connect to the C Spire network due to a unique network configuration, you may need to open the following UDP ports on your switch or router: 500, 4500, 53 and 52428. Contact your broadband Internet provider, router manufacturer or network administrator for detailed instructions to open ports on your equipment.

How can I receive product support?

Product support and documentation are included in the device box and are also online.

-Indoor Cell Zone website: www.cspire.com/**indoorcellzone**

Does the Indoor Cell Zone drain my battery?

No, the battery charge in your C Spire mobile device will actually last longer since the Indoor Cell Zone is in close proximity of your mobile device and less power is required to receive the cellular signal.

Can I take my Indoor Cell Zone device with me when I travel?

C Spire Indoor Cell Zone will only work in the C Spire Network licensed coverage area, which is defined as MS and generally in and surrounding Memphis/West Memphis, AR/nearby West TN, Mobile and Baldwin Counties in AL, and Escambia, Santa Rosa, Okaloosa, and Walton Counties in FL. Roaming is not supported. To check if the area you are traveling to supports Indoor Cell Zone, please contact customer support **1-855-CSPIRE5** (277-4735).

Why does the Indoor Cell Zone require Global Positioning System (GPS) technology?

C Spire Indoor Cell Zone uses GPS for network synchronization and device location information required for 911. The Indoor Cell Zone will not work without a GPS signal.

Are my calls and data usage secure while using the Indoor Cell Zone?

All calls using the Indoor Cell Zone are private and secure. Callers using the Indoor Cell Zone benefit from the same CDMA encoding as the C Spire Wireless network.

Does the C Spire Indoor Cell Zone use licensed or unlicensed spectrum?

The C Spire Indoor Cell Zone uses C Spire's licensed 1900 MHz CDMA spectrum, providing for better performance, less interference and better in-building RF penetration compared to other solutions that use unlicensed Wi-Fi spectrum and higher frequencies.

Are there any safety concerns when using the Indoor Cell Zone?

Indoor Cell Zone meets all applicable FCC standards and has a maximum RF power output of 50 mW or 17 dBm. In comparison, a Linksys WRT54G Wi-Fi router has an RF power output of 63.1 mW or 18 dBm.